

## State Library of Iowa

### SFY09 Annual Report - Use of Iowa Communications Network July 2008-June 2009

The State Library continues to rely heavily on the Iowa Communications Network (ICN) for video, data and voice services. Internet access through the ICN makes it possible for the State Library to provide its Web sites, including <http://www.statelibraryofiowa.org/>, <http://www.healthinfoiowa.org/>, and <http://www.iowacenterforthebook.org/>. These Web sites provide Iowans access to a wide range of resources, including library catalogs, databases, census data, patent information, consumer health information, and information to stimulate public interest in books, reading, literacy and libraries. The State Library Web sites had 3,600,971 hits in FY09.

Librarians use the Web sites for numerous reasons, including the statewide electronic interlibrary loan system. Many State Library services would not be available without the ICN. Iowans can access census demographic data and maps as well as current estimates of population, housing, economic, and government characteristics on the State Library's State Data Center Web site, <http://www.iowadatacenter.org/>. Thousands of data tables, demographic profiles, and maps are available to Iowans on the site.

*Iowa Publications Online*, <http://publications.iowa.gov/>, provides Internet access to over 6,517 State of Iowa documents that have been published electronically. A search engine allows patrons to find documents by title, author, subject, keyword, or year. Since fewer state publications are published in print and older electronic documents are often removed from state agency Web sites, IPO provides a valuable, permanent archive of state documents for the public as well as state agencies.

#### **State Library Use of the ICN video conferencing**

The State Library logged 141 hours (2,359 billable hours) on the ICN for workshops, training and meetings. There were 1,560 participants in 50 sessions at 905 sites. State Library staff and those who participate in state-sponsored events continue to save tremendously in time and travel costs. Many Iowans, especially those in rural areas, would not be able to participate in these events if extended travel was required.

#### **Cost savings for video room use**

In addition to providing services and information to larger audiences, the State Library has realized cost savings from ICN use. The following assumptions and calculations were used

in this report:

- If meetings and training sessions were not held over the ICN, all participants would travel to Des Moines as the originating site. Mileage is figured from each remote site to Des Moines.
- At least one participant from each remote site would have traveled to Des Moines.
- Participant counts are based on registration, counts conducted during the sessions, or estimates.
- Distance calculations are based on shortest distance on a map from remote site to Des Moines.
- Productivity costs calculated for consultant travel to individual sites (the average hourly salary/ benefits [\$26.31/hour] × round trip mileage between sites ÷ driving speed of 55 mph).
- ICN costs for FY2009 were actual ICN charges based on rates afforded by the E-rate discounts for the State Library.
- Room charge costs are derived from actual billings when possible.
- Savings = (Productivity + Lodging + Meals + Travel-In) - (ICN Cost + Room Charge).
- Travel-In [participants \* distance \* \$.39 \* 2]
- Travel (Y/N) N means the session would not have been held if not on the ICN.

The attached spread sheet includes:

1. State Library-sponsored programs originating at the State Library.
2. State Library-sponsored programs originating in ICN rooms of other agencies.
3. Programs and meetings sponsored by other agencies and attended by State Library staff to save travel expenses.

Based on the above assumptions, the State Library realized \$312,502 in savings in FY09 using the ICN. This includes productivity costs and assumes sessions would be held by having participants coming to Des Moines for the service. System charges from the ICN totaled \$9,297 and individual room charges totaled \$4,195. Total charges for ICN video use, room use and satellite costs in FY09 were \$13,492.

#### Specific Examples of ICN video room use by the State Library of Iowa

- The Census Awareness program was offered with approximately 319 attending. The purpose of the program was to increase city and county officials' awareness of the 2010 census and encourage them to form local census committees. Presenters, including state and regional Census Bureau staff and representatives of local Iowa census committees, described the importance of the census to Iowa communities, the value of community participation in the census, and plans for mobilizing community involvement to promote the census.

Contact: Beth Henning

- Early Literacy for Story Hour was offered for children's librarians with 62 attending. This topic is important because librarians provide one of a child's first opportunities to interact with books. They have an important role in helping children prepare to read and write as they work with children both within the library and through outreach services to

child care centers and preschools. Contact: Karen Randleman

- Public Library Management 1 and 2 courses, required for public librarian certification, were offered four times during the year. 93 students participated. Contact: Sandy Dixon
- Library Trustee Training: The Engaged Library was attended by 103 at 40 sites; Evaluating the Library Director was attended by 55 at 22 sites. Contact: Sandy Dixon
- The Center for the Book, <http://www.iowacenterforthebook.org/>, used the ICN to offer an evening program designed to help library staff, trustees and community discussion leaders plan a discussion of the 2009 All Iowa Reads book selection. The 2009 title was *Rope Walk* by Carrie Brown. There were 96 participants at 40 sites. The Center for the Book also used the ICN for planning sessions and developing the Letters for Literature program. Contact: Annette Wetteland.
- Teleconferences - ICN capabilities make it possible for the State Library to easily take advantage of teleconferences delivered by satellite downlink provided by the College of DuPage. With assistance from Bibliographical Center for Research, the State Library was able to offer the College of DuPage teleconferences: *Targeting the Ages: Programming that Hits the Mar;*, *An Ounce of Prevention: Health Reference Basics;* *Challenges and Opportunitie;*, *Information Literacy for Lif;*, *Diversity Beyond the Obvious."* A total of 87 participants attended the sessions. Contact: Sandy Dixon

Several State Library staff served on boards, committees and conference planning teams that held sessions over the ICN, saving the State Library travel expenses and increasing staff productivity. Examples were Youth Services Advisory Committee, the Iowa Educator's Consortium, and the Iowa Library Association Leadership Committee, in addition to other administrative and committee meetings.

### Benefits to Iowans

Iowans value the opportunity to attend classes and meetings at local ICN sites. If not for the ICN, many librarians would be unable to pursue continuing education to improve library services.

Thanks to the ICN's recording capabilities, people unable to attend an event on a specific day can still "participate" days later, at their convenience. The State Library's recorded ICN workshops are the most sought after videos and DVDs in the State Library's collection.

Without the ICN, Iowans would not have access to the State Library's Web site. The Web site provided Iowans access to the publications of state government, census information, consumer health information, and a database of Iowa inventors and patent holders from 1843-1974. State workers, as well as all Iowans, can access subscription, online, full-text references **not** available for free on the Internet. E-mail reference is supported with the Web based "Ask a Librarian" service.

## Benefits to State Library of Iowa

The ICN increases efficiency by cutting travel time and expenses. Using the ICN increases attendance and participation from the different geographic areas of the state. Training is provided within critical time frames and guarantees information equity. Without the ICN, it would not be practical to offer many of our workshops. Lastly, without the ICN, the State Library would not receive the input to assess needs and develop programs to meet them.

## **State Library Use of ICN Data Service**

ICN Internet services provide support for Iowa's electronic library information network (SILO) and for the State Library's integrated library system including the State Library's online catalog. During FY09, SILO continued to provide access to hundreds of online reference resources, including FirstSearch, EBSCOhost, and the Iowa Locator, which contains records for 15 million items owned by over 700 Iowa libraries of all types. SILO Interlibrary Loan allows libraries to share materials with each other to meet the information needs of Iowans. Libraries used the electronic interlibrary loan service to fill 108,460 requests for library materials. The number of Iowans searching in electronic databases continued to increase. Iowans logged onto EBSCOhost 3,450,260 times and conducted 12,892,636 searches.

Because of the ICN, librarians across the state can communicate instantly with each other through electronic mailing lists maintained by State Library. In most cases, librarians use the mailing lists to track down hard-to-find materials needed by customers and to solve common problems.

## **Future**

The State Library will continue to offer access to ICN video conferencing through the meeting rooms in the Ola Babcock Miller building. The rooms are available to all state agencies and to library-related groups.

In addition to data, voice and video services, the State Library will continue to rely on the ICN to support SILO and its numerous services. The ICN remains vital in helping the State Library fulfill its mission to provide statewide access to information for all Iowans.